SJS 44 (Rev. 12/07, NJ 5/08)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS			DEFENDANTS			
SARAH RICE			NCO FINANCIAL SYSTEMS, INC.			
CARALLING.			INCO I INALICO	AC 3131EW3, INC.	·	
(b) County of Residence	of First Listed Plaintiff		County of Residence of	f First Listed Defendant		
(c) Attorney's (Firm No	ıme, Address, Telephone Number aı	nd Email Address)				
Craig Thor Kimmel, E	squire		1	D CONDEMNATION CASES, U INVOLVED.	ISE THE LOCATION OF THE	
Kimmel & Silverman,	P.C.		Araman (III)			
30 E. Butler Pike			Attorneys (If Known)			
Ambler, PA 19002		_				
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210 Land Condemnation 220 Foreclosure			90 Other Labor Litigation 91 Empl. Ret. Inc.	O 870 Taxes (U.S. Plaintiff or Defendant)	893 Environmental Matters 894 Energy Allocation Act	
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Old Original D 2 Removed from State Court Appellate Court Reopened Tansferred from another district (specify) Transferred from another district (specify) Multidistrict D 6 Multidistrict D 7 Judge from Magistrate Judgment						
VI. CAUSE OF ACTION City Statute under which you are filing (Do not cite jurisdictional statutes unless diversity):						
TAN CHOOL OF METT	Brief description of cause: Fair Debt Collection Pr	ractices Act			· · · · · · · · · · · · · · · · · · ·	
VII. REQUESTED IN CHECK IF THIS IS A CLASS ACTION DEMANDS CHECK YES only if demanded in complaint:						
COMPLAINT: UNDER F.R.C.P. 23				JURY DEMAND:		
VIII. RELATED CASE(S)						
(See instructions): JUDGE DOCKET NUMBER						
Explanation:			1 7	<u> </u>		
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Case 2:11-cv-00920-TON Document 1 Filed 02/07/11 Page 2 of 12

UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to bassignment to appropriate calendar.	e used by counsel to indicate the category of the case for the purpose of					
Address of Plaintiff: 701 Lischey Avenue, Nashville, TN 37207						
Address of Defendant: 507 Prudentra 1 Rmd. Horsham PA 19044						
Place of Accident, Incident or Transaction:						
(Use Reverse Side For A.	dditional Space)					
Does this civil action involve a nongovernmental corporate party with any parent corporation at	id any publicly held corporation owning 10% or more of its stock?					
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))						
Does this case involve multidistrict litigation possibilities?	Yest No.					
RELATED CASE, IF ANY:						
Case Number: Judge	Date Terminated:					
Civil cases are deemed related when yes is answered to any of the following questions:						
1. Is this case related to property included in an earlier numbered suit pending or within one year	ar previously terminated action in this court?					
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2. Does this case involve the same issue of fact or grow out of the same transaction as a prior su action in this court?	it pending or within one year previously terminated					
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3. Does this case involve the validity or infringement of a patent already in suit or any earlier m	imbered case pending or within one year previously					
terminated action in this court?	Yes No P					
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights	one filed by the service is the late to					
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CIVIL: (Place ✓ in ONE CATEGORY ONLY) A. Federal Question Cases:						
Indemnity Contract, Marine Contract, and All Other Contracts	B. Diversity Jurisdiction Cases: 1. □ Insurance Contract and Other Contracts					
2. □ FELA	2. Airplane Personal Injury					
3. □ Jones Act-Personal Injury	3. □ Assault, Defamation					
4. 🗆 Antitrust						
5. Patent	4. Marine Personal Injury					
6. D Labor-Management Relations	5. Motor Vehicle Personal Injury					
The Land Management Controls	6. D Other Personal Injury (Please					
7. Civil Rights	specify)					
8. □ Habeas Corpus	7. Products Liability					
9. D Securities Act(s) Cases	8. Products Liability — Asbestos					
10. D Social Security Review Cases	9. □ All other Diversity Cases					
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□ Relief other than monetary damages is sought.						
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Attomey-at-Law	Attorney I.D.#					
NOTE: A trial de novo will be a trial by jury only if there	has been compliance with F.R.C.P. 38.					
I certify that, to my knowledge, the within case is not related to any case now pending or wi except as noted above.	inin one year previously terminated action in this court					
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DATE: 0 - 1 11 CANY / WESTIMME!	3 1100					
CIV. 609 (6/08)	Attorney I.D.#					

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

Sarah Rice		:	CIVIL ACTION		
v. NCO Financial Sy	stemsilinc	:	NO.		
In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.					
SELECT ONE OF THE FOLLOWING CASE MANAGEMENT TRACKS:					
(a) Habeas Corpus – Cases brought under 28 U.S.C. § 2241 through § 2255.					
(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ()					
(c) Arbitration - Cases required to be designated for arbitration under Local Civil Rule 53.2. ()					
(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos.					
(e) Special Management – Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special management cases.)					
(f) Standard Management –	Cases that do not	fall into any one	e of the other tracks.	Ø	
J-4-11 Date 215-540-8888	Cruy Tow Attorney-at	Kimmel -law 2864	Sarah Rice Attorney for Kimmelo Creditlaw.	 Com	
Telephone	FAX Numi	er	E-Mail Address		

(Civ. 660) 10/02

UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

SARAH RICE,)	
Plaintiff	}	
ν.) Case No.:	
NCO FINANCIAL SYSTEMS, INC.,) COMPLAINT AND DEMAND FOR) JURY TRIAL	
Defendant		
	(Unlawful Debt Collection Practices)	

COMPLAINT

SARAH RICE ("Plaintiff"), by her attorneys, KIMMEL & SILVERMAN, P.C., alleges the following against NCO FINANCIAL SYSTEMS, INC. ("Defendant"):

INTRODUCTION

1. This is an action for damages brought by an individual consumer for Defendant's violations of the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq. (hereinafter "FDCPA"), which prohibits debt collectors from engaging in abusive, deceptive, and unfair practices and the Telephone Consumer Protection Act, 47 U.S.C. § 227 et seq. (hereinafter the "TCPA").

JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1331 grants this court original jurisdiction of all civil actions arising under the laws of the United States.

- 3. Defendant conducts business in the Commonwealth of Pennsylvania and therefore, personal jurisdiction is established.
 - 4. Venue is proper pursuant to 28 U.S.C. § 1391(b)(1).
 - Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.

PARTIES

- 6. Plaintiff is a natural person residing in Nashville, Tennessee, 37207.
- 7. Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 8. Defendant is a national debt collection company with corporate headquarters located at 507 Prudential Road in Horsham, Pennsylvania, 19044.
- Defendant is a "debt collector" as that term is defined by 15 U.S.C. § 1692a(6),
 and repeatedly contacted Plaintiff in an attempt to collect a debt.
- 10. Defendant acted through its agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

PRELIMINARY STATEMENT

11. The Fair Debt Collection Practices Act ("FDCPA") is a comprehensive statute, which prohibits a catalog of activities in connection with the collection of debts by third parties.

See 15 U.S.C. § 1692 et seq. The FDCPA imposes civil liability on any person or entity that violates its provisions, and establishes general standards of debt collector conduct, defines abuse, and provides for specific consumer rights. 15 U.S.C. § 1692k. The operative provisions of the FDCPA declare certain rights to be provided to or claimed by debtors, forbid deceitful and

misleading practices, prohibit harassing and abusive tactics, and proscribe unfair or unconscionable conduct, both generally and in a specific list of disapproved practices.

- 12. In particular, the FDCPA broadly enumerates several practices considered contrary to its stated purpose, and forbids debt collectors from taking such action. The substantive heart of the FDCPA lies in three broad prohibitions. First, a "debt collector may not engage in any conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt." 15 U.S.C. § 1692d. Second, a "debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt." 15 U.S.C. § 1692e. And third, a "debt collector may not use unfair or unconscionable means to collect or attempt to collect any debt." 15 U.S.C. § 1692f. The FDCPA is designed to protect consumers from unscrupulous collectors, whether or not there exists a valid debt, broadly prohibits unfair or unconscionable collection methods, conduct which harasses, oppresses or abuses any debtor, and any false, deceptive or misleading statements in connection with the collection of a debt.
- 13. In enacting the FDCPA, the United States Congress found that "[t]here is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors," which "contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy." 15 U.S.C. § 1692a. Congress additionally found existing laws and procedures for redressing debt collection injuries to be inadequate to protect consumers. 15 U.S.C. § 1692b.
- 14. Congress enacted the FDCPA to regulate the collection of consumer debts by debt collectors. The express purposes of the FDCPA are to "eliminate abusive debt collection practices by debt collectors, to insure that debt collectors who refrain from using abusive debt

collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses." 15 U.S.C. § 1692e.

FACTUAL ALLEGATIONS

- 15. At all relevant times, Defendant was attempting to collect an alleged consumer debt from Plaintiff.
- 16. The alleged debt at issue arose out of transactions, which were primarily for personal, family, or household purposes.
- 17. Beginning on or around July of 2010, Defendant and its employees engaged in debt collection activities seeking payment from Plaintiff.
- 18. Defendant and its employees harassed the Plaintiff by making continuous calls to her home telephone number, cellular telephone number and work telephone number.
- 19. Defendant placed repeated calls to Plaintiff's cellular phone almost everyday, causing Plaintiff to receive, at times, more than two (2) collection calls a day and at times, more than ten (10) collection calls a week.
- 20. Upon information and belief, Defendant contacted Plaintiff on her cellular phone using an automatic telephone dialing system or pre-recorded or artificial voice.
- 21. Plaintiff did not expressly consent to Defendant's placement of telephone calls to her cellular telephone by the use of an automatic telephone dialing system or pre-recorded or artificial voice prior to Defendant's placement of the calls.
- 22. None of Defendant's calls placed to Plaintiff were for "emergency purposes," as specified in 47 U.S.C. § 227(b)(1)(A).

- 23. Defendant left numerous messages on Plaintiff's communal answering machine.
- 24. When the messages were left on the answering machine, any individuals present in the home at the time the messages were being left or retrieved could hear the messages.
- 25. Plaintiff's children heard the messages that Defendant's employees left on the answering machine.
- 26. The messages on the answering machine were communications to third parties about a debt allegedly owed by Plaintiff.
- 27. Defendant has called Plaintiff's family and friends leaving messages requesting to speak with Plaintiff about a debt that she owes.
- 28. After the initial communication with Defendant back in July of 2010, Plaintiff has still not received a letter notifying her of her rights and privileges under the law, specifically the right to dispute and/or request verification of the alleged debt.
- 29. Upon information and belief, Defendant sought to collect a debt from Plaintiff despite the fact that it had no knowledge of its validity.
- 30. Defendant's actions in attempting to collect the alleged debt were harassing and highly deceptive.

CONSTRUCTION OF APPLICABLE LAW

31. The FDCPA is a strict liability statute. <u>Taylor v. Perrin, Landry, deLaunay & Durand</u>, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer need not show intentional conduct by the debt collector to be entitled to damages." <u>Russell v. Equifax A.R.S.</u>, 74 F. 3d 30 (2d Cir. 1996); <u>see also Gearing v. Check Brokerage Corp.</u> 233

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F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2d Cir. 1993).

- 32. The FDCPA is a remedial statute, and therefore must be construed liberally in favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the Truth in Lending Act (TILA) 15 U.S.C §1601 et seq., is a remedial statute, it should be construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir. 2002).
- 33. The FDCPA is to be interpreted in accordance with the "least sophisticated" consumer standard. See Jeter v. Credit Bureau. Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc., 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not "made for the protection of experts, but for the public that vast multitude which includes the ignorant, the unthinking, and the credulous, and the fact that a false statement may be obviously false to those who are trained and experienced does not change its character, nor take away its power to deceive others less experienced." Id. The least sophisticated consumer standard serves a dual purpose in that it ensures protection of all consumers, even naive and trusting, against deceptive collection practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of collection notices. Clomon, 988 F. 2d at 1318.

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COUNT I DEFENDANT VIOLATED THE FAIR DEBT COLLECTION PRACTICES ACT

- 34. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:
 - a. Defendant violated of the FDCPA generally;
 - b. Defendant violated § 1692b(2) of the FDCPA by stating the Plaintiff owed a debt to another person, specifically her friends and children;
 - c. Defendant violated § 1692b(3) of the FDCPA by communicating with Plaintiff's friends and children more than once about a debt alleged to be owed by Plaintiff;
 - d. Defendant violated § 1692c(b) of the FDCPA by communicating with Plaintiff's friends and children about a debt alleged to be owed by Plaintiff without Plaintiff's prior consent;
 - e. Defendant violated § 1692d of the FDCPA by harassing Plaintiff in connection with the collection of an alleged debt;
 - f. Defendant violated § 1692d(5) of the FDCPA, when it caused the Plaintiff's telephone to ring repeatedly or continuously with the intent to harass, annoy or abuse Plaintiff;
 - g. Defendant violated § 1692e of the FDCPA by using false, deceptive, or misleading representations or means in connection with the collection of a debt;
 - h. Defendant violated § 1692e(10) of the FDCPA by using false representations or deceptive means to collect or attempt to collect a debt;

- i. Defendant violated § 1692f of the FDCPA by using unfair and unconscionable means with Plaintiff to collect or attempt to collect a debt;
- j. Defendant violated § 1692g of the FDCPA by failing to send written notification, within five (5) days after its initial communication with Plaintiff, advising Plaintiff of her rights to dispute the debt or request verification of the debt;
- k. Defendant acted in an otherwise deceptive, unfair and unconscionable manner and failed to comply with the FDCPA.

COUNT II DEFENDANT VIOLATED THE TELEPHONE CONSUMER PROTECTION ACT

- 32. Plaintiff hereby incorporates all facts and allegations specified in all preceding paragraphs, by reference as if fully set forth at length.
- 33. The Telephone Consumer Protection Act ("TCPA"), 47 U.S.C. § 227 et seq., prohibits the use of an automated or pre-recorded voice to a consumer on any number assigned to a cellular phone. See 47 U.S.C. § 227(b)(1)(A)(iii).
- 34. A person may bring a private cause of action "based on a violation of this subsection or the regulations prescribed under this subsection to enjoin such violation." See 47 U.S.C. § 227(b)(3)(A).
- 35. Also, a person is entitled to bring "an action to recover for actual monetary loss from such a violation, or to receive \$500 in damages for each such violation, whichever is greater." See 47 U.S.C. § 227(b)(3)(B).
- 36. The Court, in its discretion, is authorized to award up to three (3) times the actual damages sustained by a person for violations of the TCPA. See 47 U.S.C. § 227(c)(5).

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- 37. Defendant repeatedly and regularly placed non-emergency, automated calls to Plaintiff's cellular telephone, leaving several messages using a pre-recorded or artificial voice.
- 38. Defendant conduct violated § 227(b)(1)(A)(iii) of the TCPA by making any call using any automatic telephone dialing system or an artificial prerecorded voice to any telephone number assigned to a paging service

WHEREFORE, Plaintiff, SARAH RICE, respectfully pray for a judgment as follows:

- a. a. All actual compensatory damages suffered pursuant to 15 U.S.C. § 1692k(a)(1);
- b. Statutor y damages of \$1,000.00 for the violation of the FDCPA pursuant to 15 U.S.C. § 1692k(a)(2)(A);
- d. All reasonable attorneys' fees, witness fees, court costs and other litigation costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- e. Statutory damages of \$500 for each violation of the TCPA, pursuant to 47 U.S.C. § 227(c)(5)(B); and
- f. Any other relief deemed appropriate by this Honorable Court.

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, SARAH RICE, demands a jury trial in this case.

RESPECTFULLY SUBMITTED,

DATED: 2-4-11

KIMMEL & SILVERMAN, P.C..

By:

Craig Thor Kimmel \
Attorney ID # 57100
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